



AZNET Seats – What Is Included Updated 10/26/06



What The State Gets

- **Enterprise wide:**
 - Service Levels with penalties
 - 24 X 7 monitoring of the network & PBXs
 - Security management & monitoring
 - Maintenance & MACs
 - Asset & circuit inventory
- **Infrastructure Upgrades:**
 - MAGNET upgrade to MPLS providing inter-agency security and enabling QoS for VoIP traffic
 - Baseline security upgrades
 - N-2 refresh for all equipment starting at N-2
 - IP Telephony maintained at N-2 including required equipment changes



What The State Gets (cont'd)

- **On-line billing system with drill-down capability to station detail**
- **Carrier management:**
 - Bill payment
 - Charges passed through at exact amount
 - Telecom expense management:
 - Ensure contract rates & terms are accurate
 - Dispute management & resolution
- **Predictable per seat pricing:**
 - Decreases over the life of the contract
 - Volume discounts
 - Includes annually (administered on a quarterly basis) a mix of hard and soft MACs for voice services at agency's choice:
 - Option #1 - one soft MAC per seat and hard MACs equal to 20% of seats
 - Option #2 –soft MACs equal to 15% of seats and hard MACs equal to 35% of seats



What Is Included With The Seat

- **E911 auto location**
- **Services included if they existed at time of transition (added after transition have additional cost):**
 - Additional lines/phone numbers provided through PBXs, key systems, or call managers including fax & modem lines
 - 22 Button Add On Module (receptionist seat)
 - Predictive dialer for Call Center
 - IVR for Call Center
- **Accenture's transition services**
- **Project engineering & quotes**



What Is Not In The Base Seat Price

- **Excess MACs**
- **Big MACs**
- **Data, Security and Voice Labor (time and materials)**
- **Projects**
- **Per Seat Price Adjustments after agency transition:**
 - Additional lines/phone numbers off of a PBX, Key System or Call Center
 - 22 button add-on modules
 - Predictive dialers (call centers)
 - IVR (call centers)
 - CTI (call centers)
 - Unified Messaging



What Is Not In The Base Seat Price

- **Per occurrence charges (optional services):**
 - Fax lines
 - Remote Access Account
 - Video Conferencing
 - Security:
 - E-mail Protection
 - Web Browsing
 - Web Hosting
 - Data Port Only
 - LAN Service per Port



Voice and VoIP Seat Configurations

		Limited	Basic	Operator /Receptionist	Executive
	Infrastructure Enhancements				
	MAGNET Upgrade	✓	✓	✓	✓
	Baseline Security Services	✓	✓	✓	✓
	Billing & TEM System service	✓	✓	✓	✓
	Asset Management System	✓	✓	✓	✓
	Mercury ITG Program Management & Dashboard services	✓	✓	✓	✓
	VoIP Enablement	✓	✓	✓	✓
	WAN Consolidation services	✓	✓	✓	✓



Voice and VoIP Seat Configurations (cont'd)

		Limited	Basic	Operator /Receptionist	Executive
Services					
	Caller ID	✓	✓	✓	✓
	Call Forwarding	✓	✓	✓	✓
	Call Waiting	✓	✓	✓	✓
	Call Timer	✓	✓	✓	✓
	Redial	✓	✓	✓	✓
	Speed Dial	✓	✓	✓	✓
	Call Conferencing	✓	✓	✓	✓
	LDAP Directory (IP)	✓	✓	✓	✓
Messaging					
	25 Message Capacity	✓	✓	✓	-
	135 Message Capacity	-	-	-	✓
	3 Greetings	✓	✓	✓	✓
	5 Future Delivery Messages	✓	✓	✓	✓
	Fax Mail Box	✓	✓	✓	✓
	E-Mail Messages	✓	✓	✓	✓
	Pager Notification	✓	✓	-	✓
	Opt Out	✓	✓	-	✓
	14 Day Retention	✓	✓	✓	✓
	15 Group Lists	✓	✓	✓	✓
	Password Reset	✓	✓	✓	✓
	Mobile Connect	-	-	-	✓



Voice and VoIP Seat Configurations

		Limited	Basic	Operator /Receptionist	Executive
Usage					
	Intra-LATA	✓	✓	✓	✓
	Inter-LATA	-	✓	✓	✓
	Inter-State	-	✓	✓	✓
Handsets					
	8 Button	✓	✓	-	-
	16 or 22 Button	-	-	✓	✓
	Automatic Dialing	✓	✓	✓	✓
	Caller ID Display	✓	✓	-	✓
	Release/Disconnect	✓	✓	✓	✓
	Voice Mail Indicator	✓	✓	✓	✓
	Transfer	✓	✓	✓	✓
	Intercomm	✓	✓	✓	✓
	Headset	-	-	✓	
	Speakerphone	✓	✓	✓	✓
	Hands Free/Mute	✓	✓	✓	✓
	E911 Auto Location ID	✓	✓	✓	✓



Voice and VoIP Seat Configurations

Call Center Seat Configurations		Basic	Enhanced	Supervisor
Display Telephone		8-Button	16-Button	16-Button
	Caller ID	✓	✓	✓
	Call forwarding	✓	✓	✓
	3-party conference/transfer	✓	✓	✓
	Speed dial (10 numbers)	✓	✓	✓
	Volume control	✓	✓	✓
	Speakerphone hands-free/mute	-	-	✓
	In Calls line and Directory Number (DN)	✓	✓	✓
Programmed buttons				
	In Calls key or Directory Number	✓	✓	✓
	Not Ready or custom	✓	✓	✓
	Make Set Busy or custom	✓	✓	✓
	4-8 custom	✓	✓	✓
	9-16 custom	-	✓	✓
Software licensing:				
	Agent seat	✓	✓	✓
	Full reporting	✓	✓	✓
	Limited queue assignment	✓	-	-
	Full skills-based routing and multiple queue assignment	-	✓	✓



Voice and VoIP Seat Configuration

Call Center Seat Configurations		Basic	Enhanced	Supervisor
Voice mail:				
	14 messages	✓	✓	✓
	One greeting	✓	✓	-
	Three greetings (busy, away, absence)	-	-	✓
	Five future delivery voice messages	-	-	✓
	0 Opt-out	✓	✓	✓
	14-day retention	✓	✓	✓
	15 group lists with 25 destinations per group	✓	✓	✓
Other features:				
	Call Supervisor	✓	✓	-
	Call Agent	-	-	✓
	Observe	-	-	✓
	Override	-	-	✓
Inbound transport:				
	Unlimited intra-state	✓	✓	✓
	Interstate (how many minutes, cost per minute?)	-	✓	✓
	International (how many min, cost per min?)	-	✓	✓
Maintenance and support		✓	✓	✓
	E911 Auto Location ID	✓	✓	✓



Technology Refresh & Currency

“Under this Contract, contractor is responsible for all labor and software upgrade costs to maintain Currency of PBXs that are Current as of the Effective Date. If an upgrade to maintain Currency requires a hardware upgrade, then this cost will be paid by the State and the upgrade will be treated as a Project.”



Technology Refresh & Currency

Accenture's Technology Refreshment & Legacy Equipment Currency Strategy

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
TYPE	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Legacy PBX and related items	✓			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense, by IPT or other technology.
		✓			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refresh with New IPT in Year 3 or 4. Agency may select other technology. Rollout of 22,000 New IPT seats over first 4 years of Contract means State will not need to perform any other refresh Projects for Legacy PBXs.
			✓			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Refresh with New IPT in Year 2, but agency may select other technology (e.g. PBX upgrade or replacement that is less expensive than IPT).



Technology Refresh & Currency

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Legacy Key and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense, by IPT or other.
		√			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Plan to refresh with New IPT in Year 1 & 2. Agency may select other technology. Rollout of 22,000 New IPT seats over first 4 years of Contract means State will not need to perform any other refresh Projects for Key systems.
			√			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Plan to refresh with New IPT in Year 1 & 2. Agency may select other technology (e.g. less expensive key system upgrade).



Technology Refresh & Currency

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TYPE	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Existing WAN	✓			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Refreshed as desired by agency or as planned in Annual Operating Plan (AOP), at agency's expense. Can be in conjunction with New IPT or separate.
		✓			If S/W is at release N-x (e.g. N-5), keep at about N-x.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	As required to meet SLAs. Plan to refresh with installation of New IPT at site. Can be separate Project.
			✓			Yes, on T&M basis, no SLAs except Sev 3 Trouble Ticket (Respond) SLA.	As desired by agency at agency's expense, prior to refresh by IPT.	Yes, in conjunction with New IPT installation at site, or as part of other Project.



Technology Refresh & Currency

EQUIPMENT	STATES OF EQUIPMENT			CURRENCY		MAINTENANCE		REFRESH
	N-2	Not N-2 but not Manufacturer Discontinued (N-x)	Manufacturer Discontinued	Accenture Keeps H/W Current	Accenture Keeps S/W Current	Maintenance by Accenture Team	Replacement of Failed Equipment	Accenture Refresh Strategy including use of IPT Rollout
Existing IPT and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Will keep Current.
New IPT and related items	√			Yes, within seat price.	Yes, within seat price.	Yes, within seat price, all SLAs apply.	Replaced at Accenture's expense if equipment fails or cannot meet SLAs.	Will keep Current.